

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Volunteer Assistant

Reports to: Volunteer Manager

Education: High School Diploma required, Bachelor's Degree preferred

Experience: Entry level with some prior experience

Position is: Non Exempt, 36 hours per week as required by the organization

Job Summary:

Primary responsibility will be to oversee the intake and referral process for new and existing clients by providing support to the front desk and food pantry volunteers. In addition this position will provide project support to the food pantry and seasonal programs to advance and achieve the mission of Families Forward.

Essential Job Duties

Client and Volunteer Support (75% time spent)

- Provide support to the front desk and food pantry volunteers assisting with client inquiries and resources as needed.
- Assist with donations, guests and clients through the front desk.
- Assist with Spanish clients when necessary.
- Assist with seasonal programs, community wide food drives and other projects in collaboration with Operations Coordinator and Volunteer Manager.
- Update and maintain resource materials for the front desk and food pantry.
- Assist with data entry as needed.
- Assist with volunteer trainings, orientations and on-going support with the Volunteer Management Software
- Assist with volunteer scheduling.

Operational Support (25% time spent)

- Assist with setup of meetings as requested.
- Coordinate, update and prepare new Board member manuals and files.
- Assist with the renewal of organization insurance policies and compliance maintenance.
- Provide operational support and other general office duties as requested.

Qualifications and Requirements:

- Highly organized with the ability to juggle multiple tasks with a careful attention to detail and accuracy.
- Spanish preferred
- Pass background check as required by law.
- Valid California Driver's License and State Mandated Vehicle Insurance

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please send your resume to Elizabeth Childs, Director of HR, at echilds@families-forward.org

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; req. occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills			Required	
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish	Required			

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			
Moderate Noise (open office)			C
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance	O		
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk		F	
Use hands to finger/handle/feel	O		
Push/pull	O		
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours			C
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date